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Dear Bret,

Summer is here, and we have a lot happening at BHI! Our newsletter has a new look, and we are working on a variety of new projects to help better inform and educate our clients and friends of the firm.

If you aren't already, we invite you to follow us in our Social Media. Our team is constantly providing new information on LinkedIn, Facebook, and Twitter. We also invite you to join the conversation and provide your comments and ideas through these venues. You can connect with us through our website homepage or through this newsletter. Our blog also provides a unique viewpoint on our industry, trends, and other issues that we think might be of interest to you. I hope that you will take advantage of the opportunity to share your thoughts with us through all of our social media outlets.

Sincerely,

Bret Henley

BHI Rocks People Report Summer Camp

The BHI Team was a sponsor and participant in the People Report Summer Camp which was held June 7-10, 2011 in Dallas. The event brought together the marketing and human resources professionals in the restaurant industry to explore the rapidly evolving life on the digital highway. It included a variety of speakers sharing their expertise on wide-ranging topics from best practices in social media to branding. The speakers were informative and entertaining, and the event lived up to its promotion of being a very unique conference.



One of the highlights was the Talent Competition on Wednesday night. BHI won first place honors with their song and dance routine! [Check out their winning performance!](#)

SQ Suite Updates Increase Flexibility, Control of Powerful Hourly Solutions

BHI is committed to continuous innovation in the ongoing development of solutions that help clients effectively recruit and retain successful employees. Upholding this mission, we have enhanced the SQ Suite to maximize flexibility and control. The new SQ Suite includes:

- Unprecedented levels of customization to refine the screening process according to the changing size of candidate pools. A targeted net brings in only the best of the best when large numbers of applicants are available, while a more relaxed net brings in a sufficient number of high-potential candidates from among fewer applicants. Adjustments can be made on a client-by-client basis.
- The popular **integrity index** along with additional indices - identified and designed via in-depth BHI research initiatives - including engageability, hospitality, salesmanship and manager potential. Clients can individually select the indices that have the greatest impact on their hiring strategies.
- New curvilinear benchmarks - "sweet spots" - to enable clients to measure candidates for just the right amount of certain traits, neither too much nor too little. This helps maximize accuracy in predicting an applicant's future success in a given role.



"We pledge to provide our clients with the industry's most refined, most effective, most advanced yet intuitive solutions for optimizing recruiting and retention efforts," said Kevin Impelman, Manager of BHI's Research Institute. "The powerful and flexible SQ Suite represents our response to client feedback and emerging data trends to deliver what clients need in order to leverage their talent investments."

Here is what our clients have to say:

"A couple of nights ago, I was talking to one of our D.O.'s who was raving about the quality of hires we are getting through the program. This is great news for us. Thank you and the entire BHI team for all the great work you are doing for us."

- **Kevin Cottingim, SVP/Chief Administrative Officer, Ignite Restaurant Group**

[For more information](#) and to learn how you can put these valuable updates into immediate practice for your organization, contact your BHI consultant today.

BHI Tech Team Announces Click and Hire Support Center Module

BHI now has a top of the line, Click and Hire support center module which allows clients to create their own positions, attach them to requisitions, and align each position to the best possible benchmark and assessment. BHI is undergoing a rigorous SPHR audit of its systems to ensure best practices are followed. We have updated email templates and candidate instructions and are currently in the process of reviewing the application formats for recommended updates.



We know the candidate experience is important to clients, and that's why we have updated the help screens and instructions to minimize confusion and streamline the process. Additionally, BHI's entire candidate process (including both Click and Hire and BHIOnline) can now be completed in Firefox, Internet Explorer, Chrome, or Safari. BHI has enhanced its outage notification process to provide candidates and clients notice of upcoming maintenance windows and has expanded its data collection for users to more effectively troubleshoot and speed up resolution of candidate issues.

We have many more updates in the works to provide both clients and candidates the quality experience they expect from BHI. Stay tuned for more...

Measuring and Reporting ROI of Talent Can Be Challenging

An organization's talent is one of its most valuable assets. Possessing the best talent can result in a company experiencing a high level of quality in operations and services, increased productivity, and unparalleled innovation. There are a variety of tools available that can assist an organization in recruiting, managing, and evaluating talent. However, it is sometimes a challenge for managers to measure and report the impact of talent on the company's bottom line.



BHI's Research Institute provides the thought leadership and research data to help management teams to evaluate the ROI of their talent using both [individual](#) and [organizational](#) results. Visit the [Research Institute's site](#) to experience the latest in evidence-based research and information.

Have You Read the BHI Blog?

If you have not read the BHI blog, you may be missing out on some interesting insights regarding the world of human capital management. The Blog includes articles written by BHI's talented and knowledgeable team of professionals discussing timely topics.



The most recent posting was by Belinda Smith, a regular contributor to the blog. Her post which is entitled "Shorter Work Week, Better Employees" focuses on the value of concepts such as the Four Day Work Week and flex time in the workplace. Belinda's post includes some great information on how these concepts are perceived and what they can mean to the employee. Check out the post and tell us what you think about a shorter work week. ([Link to Blog](#))

Be sure to visit the [BHI Blog](#) each week for a new topic. We always welcome your thoughts and comments.

Thank you for your continued support and interest! For questions or comments on any material in this newsletter, please contact:

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